Misa Kelly
805-569-0389 email: future.traditions@verizon.net
2911 La Combadura
Santa Barbara, CA 93105

SUMMARY OF QUALIFICATIONS

Extensive Business Administrative Experience includes:

- **Serving as Administrative Assistant in the Academic, Small Business, and Non-Profit Sectors**

Working in Offices Requiring Multi-Tasking & an Exceptional Eye for Detail
Using Strong Organizational, Computer, Customer Service, Communication & Analytical Problem Solving Skills
Mastering New Job Duties Rapidly, Taking Initiative & Working Effectively as a Team Member and/or Autonomously
Handling Incoming Calls & Visits with Diplomacy, Sensitivity, Compassion & Care

Extensive Arts Administrative Experience includes:

- **Serving as an Executive Director of Arts Foundation & Artistic Director of Performing Company**

Managing Bookkeeping, Financial Reporting, Fundraising, Grantwriting & Office Administration
Serving as a Think Tank Participant - Center for Humanity's Future
Serving as Artistic Director & Company Manager – SonneBlauma Danscz Theatre

Extensive Ombudsing Expertise & Experience includes:

- **Serving as Ombudsman to Residents in Long Term Care (LTC) Facilities**

Provision of Long Term Care Ombudsman Services Including Intake, Complaint Verification, Investigation, and Resolution. Working Closely through Case Management with Program Coordinator, Coordinator of Volunteers, Staff Ombudsmen, Families, Residents, Long Term Care Facility Staff, and through Cross Reporting and Problem Solving with Community Care Licensing, Department of Health Services, Adult Protective Services, District Attorney's Office, Bureau of Medical Fraud, and Law Enforcement.

- **Serving as Ombudsman to 22,000 Staff, Student Body & Faculty**

Receiving International Acclaim for Articles in Professional Journals & as Industry Speaker
Being Highly Skilled in Dispute Resolution Across Cultures, Departments & Organizations
Developing Effective Compliance & Solutions in Accordance with Ombudsman Code of Ethics, Standards & Regulations
Working Closely Across Departments with Dean of Students, Director/Academic Personnel, Student Affairs Director, Colleges of Letters & Science, Director/Disabled Student Program, Employment Manager/Human Resources Director/Center for Sexual & Gender Diversity, Sexual Harrassment Officer, Clinical Social Workers & Police Departments
Planning Ombudsman Training, Programs, Conferences & Workshops
Leading & Revitalizing Campus Conciliation Council
High Integrity Individual Able to Maintain Outstanding Ethic & Fiduciary Culture

Web Design, Development, & Maintenance Experience includes:

- **Serving as Designer, Developer, & Artist for Personal Part-Time Freelance Enterprise**

Web Development, Design, and Maintenance for the Fields of Mediation, Ombudsmanship, and the Arts. Use of HTML, Javascript, PHP, Dreamweaver, Photoshop, Microsoft Publisher, Imageready, Microsoft Word, and the Internet as a Freelance Designer to Successfully Complete Ten Design Projects.

EDUCATION

California Institute of the Arts M.F.A.
University of California, Santa Barbara B.A. Business Economics, Highest Honors, GPA 3.80
State of California Ombudsman Certification
Center for Dispute Resolution Mediation Certification
Women's Economic Ventures Entrepreneurial Training Series

AWARDS

Amelia Frank Award, Marriot Corporation Outstanding Service, Santa Barbara Independent, Golden Eagle, Corwin, Lambda Phi Beta Kappa. Nominated for the Pete Small Award for Ombuds Scholar Excellence. Nominated for the Patricia Sparrow Award for Service Excellence.

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CURRICULUM VITAE

EXECUTIVE DIRECTOR *the Future Traditions Foundation 1998 to 2005*

Served as Executive Director for this Arts Provision, Research and Education Foundation: Alternative Dispute Resolution 501 (C) 3 organization. Reported to the President.

Organizational Development, Leadership & Management to Achieve Non-Profit Status – Built from the ground up this non-profit arts organization, serving as Executive Director, Secretary and President, Board of Director Member. Development of by-laws and completion of all paper work necessary to establish non-profit status. Development of mission/vision/value statements. Project design, implementation, and assessment, creation and maintenance of B.O.D. meeting minutes. Non-profit mission statement and culture development. Extensive Public Relations.

Arts Advocate & Advisor / Program & Administrative Management – Arts production including: volunteer management, budget creation and management, marketing, press release writing/preparation, fundraising, grants research, grantwriting, theatre booking, stage management, light board operator, sound board operator, house management, reception coordinator, photographer, videographer, etc. Managed bookkeeping, report preparation and financial statement preparation utilizing Quicken, MS Excel and MS Word. Managed accounts payable/accounts receivable as well as bank accounts. Created all office and accounting procedures and systems including electronic and hardcopy filing system. Utilized MS Publisher and Dreamweaver for Website Design, Web Page Connectivity, and MS Publisher for graphic design.

ARTISTIC DIRECTOR & COMPANY MANAGER *SonneBlauma Danscz Theatre 1996 to 2005*

Served as Artistic Director & Company Manager for this Modern Dance Company, reporting to the Board of Directors & Company Members.

Concept Provision – Cultural contribution as a producer, director, performer, visual artist, poet and choreographer coined "astonishingly gifted" by the Santa Barbara Independent. Ability to bring inspiration, healing, and joy into the lives of artistic collaborators as well as to audiences.

Arts Program Administration & Stage Management – Broad arts management responsibilities including: Brainstorming to Project Realization, Audition Coordinator, Faculty, Rehearsal Director, Orientation Coordinator, Volunteer Coordinator, Arts Marketing (Press Releases, Mailing Lists, Website Development), Budget Creation and Management, Collaboration, Art Installations, Costuming, Producer, Event Planning, Fundraising, Graphic Design, Grantwriting, Life Drawing, Light Board Operator, Painting, Matting & Framing, Web Design, Web Development.

OMBUDSMAN/ASSISTANT TO THE PROGRAM COORDINATOR *Long Term Care Ombudsman Services of Santa Barbara County 2004-2005*

Multi-task position as a California State Certified Long Term Care Ombudsman (LTCO) & Assistant to the Program Coordinator.

Ombudsing Expertise –Responsible for serving residents living in long term care facilities. Serving as an ombudsman operating in compliance with existing Standards of Practice. Management of complainant intake via site visits, receipt of information through facsimile, and through telephone conversations. Operationalized a LTCO process: receive the concern or complaint; identify the problem; receive permission from the resident or legal representative to proceed; gather information; analyze the information; identify possible solutions; identify potential obstacles; select a strategy; take action to resolve the problem; evaluate the outcome; report the outcome; and document everything as it occurs. As assigned by Program Director follow through with case management including objective, impartial, informal, complaint investigation and verification. Use education to empower residents to advocate on their own behalf. When necessary, advocate on behalf of residents who are unable to advocate for themselves. Cross report to and problem solve with pertinent agencies. Mandated reporter of suspected elder abuse. Attend monthly Financial Abuse Specialist Team, Multidisciplinary Team, and Case Review meetings. Attend quarterly Ombudsman/Community Care Licensing Meetings. Conduct site visits to inspect facilities and meet with residents. Travel to facilities to conduct resident to resident and administration to resident mediations.

Information, Referral, Preplacement Counseling – Ongoing cultivation of a broad knowledge base pertaining to the elder community including but not limited to: elder abuse, resident rights, California Code of Regulations-Title 22, Medi-cal, Medicare, Social Security benefits, conservatorships, facility licensing reports, and community resources for the elderly. Provide preplacement counseling, information and referral to the elderly and their families.

Continuing Education–Maintain ombudsman certification through ongoing professional development.

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Assistant to the Program Coordinator– Assist Program Coordinator in systems advocacy, research and information gathering, grant preparation, and general administrative duties. Organize and maintain filing system, resource and referral library, development of conference educational materials, web development & web design. Multi-task position requiring eye for detail and strong organizational skills. Effective management of a 70 – 90 item daily agenda with constant interruptions. Management of shredding confidential materials.

ASSISTANT OMBUDSMAN / OFFICE MANAGER *University of California, Santa Barbara 2000-2004*

Multi-task position as an Assistant Ombudsman and Office Manager for the University of California. Strategize and work closely with Executive Vice Chancellor and senior level staff and faculty to articulate complaint trends, problematic areas and to make recommendations enabling the institution to implement change in interest of furthering the university's mission.

Ombudsman to 22,000 Staff, Student Body and Faculty / Program Planning – Serve as an independent, impartial, informal, confidential complaint handling agent advocating for a fair process/fairness (as opposed to advocating for one side or the other) serving a large and diverse staff, student and faculty population of 22,000. Responsible for promoting and advocating university mission, abiding by existing Ombudsman Professional Standards of Practice, The Ombudsman Association, and The University and College Ombuds Association Standards. Acquisition of a broad knowledge base pertaining to University policies and procedures as well as additional policies, laws, procedures relevant to individual cases through internet and library research. Acquistion of a broad knowledge base pertaining to an academic culture. Responsible for planning and implementing conferences and workshops annually.

Leadership & Revitalization of Campus Conciliation Council – Successfully revitalized Campus Concilation Council 10 years in dormancy and recruiting involvement by 30 staff including Asst to Dean of Students, Director/Academic Personnel, Sexual Harrassment Officer, Clinical Social Worker, Director/Center for Sexual and Gender Divsersity, Student Affairs Director, L&S Business Services/Colleges of Letters and Science, Police Department Sergeant, Director/Disabled Student Program and Employment Manager/Human Resources.

Ombudsing & Mediation Expertise / Publications & Presentations – Utilize conflict resolution skills (ombudsing, mediation) in complaint handling forum actualizing: active listening, art of asking questions, surfacing interests, re-framing, situation analysis, complex problem solving, education, strategization, strategy implementation and follow-through, investigation/inquiry, coaching, counseling, advising, crisis management, role model, playing field levelling, feedback agent, diplomacy, referral, timely intervention, and other. At own discretion used moral reasoned persuasion, or informal discussion, to make recommendations fulfilling ombuds roles of feedback mechanism and change agent.

Serve as primary public contact person greeting incoming clients often distraught and confused with interpersonal sensitivity. Author of 12 articles published in professional journals, website publications, presented as conference papers, and key speaker at conferences and forums. International commendations from members of the US Ombudsman Association, California Caucus of Collge & University Ombuds, University and College Ombuds Association, and The Ombudsman Association.

Office & Budget Management / Team Leadership – Manage office administration with responsibility for $165,000 annual budget. Oversee website development (expanded from 5- to 1500+ pages of content). Manage education and outreach programs through development of conciliation arts materials for use in faculty retreats and Learn-at-Lunch forums. Oversight of Pepperdine University Interns work/education experience including office administration, client intake, ombuds research and case consultation. Supervised Assistant Director of the Isla Vista Mediation Project (volunteer). Employee orientations, training and related materials development. Develop knowledge of personnel, financial, and accounting policies and procedures. Coordinate communication with administrators, faculty, and staff in academic and administrative departments. Maintain appointment calendars. Use of Campus vouchers and forms to order office supplies, publications, and make travel arrangements. Coordinate room reservations for ombuds meetings, presentations, and Campus Conciliation Council meetings. Use of Quicken to maintain accounts payable. Development of spreadsheets for use in annual budgetary forecasts and monthly budgetary reconciliation. Monthly reconciliation of spreadsheets to department GLO. Use of PPS for time reporting and employee database management. Use of campus policies and procedures to manage fiscal closing procedures.

WEB DESIGN & DEVELOPMENT *Design by Da Touch 2004 to Present*

Photography, Graphic Arts, Logo Creation, Web Design & Web Development – Use of Dreamweaver, Photoshop, Imageready, Microsoft Publisher, in conjunction with HTML, PHP, Javascript, CSS to develop, design, and maintain websites, create website forms, and web surveys.

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ADDITIONAL EMPLOYMENT

Executive Support / Administrative Assistant, Hoover and Associates 1998 to 2000
Provided support to the President, Vice President and Office Manager. Key responsibilities included: Billing, Employee/Operations Manual Development, Report Preparation, Inventory Control, Customer Service, Correspondence, Conference and Meeting Coordination, Creation of Mailing List.

Think Tank Participant, Center for Humanity's Future 1999 to 2003

Company Manager, Guest Artist, Production Manager, Santa Barbara Dance Theatre 1996 to 1997
Served as Choreographic Assistant, Installation Artist, Public Relations Coordinator, Collaboration Coordinator, Fundraising Advisor (increased donations $30,000). Prepared Press Kits. Conducted Internal Audits.

Teaching Assistant, Costuming & Videography, California Institute of the Arts 1994 to 1996
Taught Small Groups video program adobe premiere; videotaped all dance showings and school productions. Coordinated video media for Graduate level lecture classes. Organized and managed Dance Video Library and Costume Storage. Videotape all dance showings and school productions; videotape dubbing. Supervised Costume Crew for all dance school productions, taught basic sewing; responsible for costume design/construction and creation of costume shop guidelines and sewing instruction manual.

Small Group & Individual Instruction, Tutorial Center - University of California Santa Barabara 1990 to 1994
Provided small group and individual instruction for diverse student population; translated complex economic theory into simpler components readily comprehended. Focus on acquisition of knowledge and learning rather than "grades". Appropriately addressed barriers to acquisition of knowledge such as fear, esteem issues, and confidence. Served as role model, inspirator, coach, and counselor when appropriate. Development of review materials, handouts, "old-exam" library with answer keys.

General Manager, Morningstar Surf n'Sport Summers of 1988 to 1990
Interviewed, oriented, supervised and trained 4 staff for this small retail store. Held responsibility for workflow coordination, cash flow management and control, client/vendor liaison, window displays, time card and payroll tracking, sales forecasting, records control, receiving/invoices, credit card processing, bank deposits and balancing of tills and theft control.

Life Skills Counselor - Work Training Program 1997 to 1998
Taught life skills to mentally handicapped community. Entertainment Coordinator. Counselor. Medication supervision.

RECENT LETTERS OF COMMENDATION

(2004) Dr. Stanley V. Anderson: Colleague & Mentor
Ombuds Scholar, Professor Emeritus Department of Political Science
University of California, Santa Barbara
Letter Written for Ombuds Employment Search

(2003) Dr. Geoffrey Wallace: Former University Ombudsman & Colleague
University of California, Santa Barbara
Written for Employee Service Award Nomination

(2003) Geoffrey Stearns, J.D.: Former Associate Ombudsman & Colleague
University of California, Santa Barbara
Written for Employee Service Award Nomination

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UNIVERSITY OF CALIFORNIA, SANTA BARBARA

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DEPARTMENT OF POLITICAL SCIENCE

SANTA BARBARA, CALIFORNIA 93106-9420
(805) 893-3431, Department
(805) 893-3309, FAX

May 7, 2004

TO WHOM IT MAY CONCERN:

I have worked closely with MISA MANDIGO KELLY in connection withi her employment as Assistant Ombuds on our campus, particularly with her contributions to the expansion of the Office's educational resources.

When I concluded nearly 30 years of research on the Ombudsman institution (started in the late1950s), I donated my books to the University Library and entrusted the care of an estimated 1200 documents--journal articles, reports, etc.--to Dr. Geoffrey Wallace in his capacity as campus Ombuds. About three years ago Misa Kelly undertook to organize these materials into a bibliography and to post the citations on a Website with a view toward their preservation and utilization by Ombuds scholars and practitioners. She recruited, trained, and supervised work-study students for the project. Misa recently set up a Website under my name and posted some of my Ombuds writings.

Based upon these and other sources, Ms. Kelly proceeded to develop a number of Projects for future Ombuds research in which I collaborated. We also consulted mutually on drafts of our respective recent publications in the Journal of the California Caucus of College and University Ombuds. Additionally, Misa organized and participated in a videotaped retrospective on the early years of Ombuds research and on the origins and implementation of the UCSB office (founded in 1970, with Geoff Wallace as the charter Ombuds).

Consequently, I have come to know Misa quite well and find her to be personable, energetic, resourceful, versatile, articulate, creative, dedicated, highly intelligent, and inspirational. She has re-ignited my commitment to the improvement and expansion of the Ombuds institution.

Sincerely,

Stanley Anderson
Professor Emeritus

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**The University seeks to provide and sustain
an environment conducive to sharing and critically examining
knowledge and values
and to further the search for
wisdom**

Staff Assembly
re: Misa Kelley MA

Misa Kelly is excellent in her job performance. She is very bright (Phi Beta Kappa at U.C..) and very motivated. She gives every person who comes through the door her full attention, and her joy at being available to help people be heard and understood. Misa is always prompt, well informed and understanding of every manner of problem or dispute.

When any student, faculty or staff walks in she gives them her kind, caring interest. No matter how poorly things have been going she is there to make everyone better off than when they came to visit. She has an incredible memory, rapid analytic skills and fabulous listening skills. Her interested in listening is so strong that she has trained all the work study students in listening skills as well as the technical things they need to know. The listening skills training materials are particularly well done.

While Misa is trained as an economist she has read dozens of books relating to Ombudsmen and has helped to organize our 1200 works in the field. Her interpersonal skills are exemplary , particularly in combination with her ability to master complex issues. Every time an issues comes to her attention she treats it like and opportunity to learn all of the complexities involved in problem. Every codicil and policy that governs a problem is something for Misa to study and master.

The extraordinary achievement is coming to the office everyday eager to establish a new standard for every task she faces. Every moment is a teachable moment where Misa sees a chance for people to work against problems not people against people. She is always on the same side of the table with all the people, she sees the potential to be hard on issues and soft on people.

I recognize that these awards are very competitive and that the standards are very high; I think she is truly worthy.

Geoffrey Wallace Ph.D.

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OFFICE OF THE OMBUDSMAN SANTA BARBARA, CALIFORNIA 93106

In endorsing Misa for this award, please allow me to echo and reaffirm everything that Geoffrey Wallace has described about her in his accompanying letter of endorsement.

Misa is truly an exceptional person in that she combines a fierce intellect with an extraordinarily positive, charming and gracious demeanor, much to the benefit of her co-workers and of the many (often stressed) visitors to the Ombuds office.

What is also extraordinary, in my experience, is the combination of humility and boldness with which she approaches the tasks she is given and the projects she voluntarily undertakes. Always ready to tackle something new without hesitation, she also proceeds discretely and tactfully, eager to learn, not in service of her own ego, but for the betterment of the office and the quality of service it provides.

Her enthusiasm for her job and for going beyond its many routine, yet important requirements, is extremely impressive; she has taken the initiative to search out and retrieve for the office a body of resources on ombudsing, conflict resolution and related topics that has become invaluable. Moreover, she has reviewed and assimilated most of what she has found to the point of becoming an intra-office resource in her own right.

To have an assistant as reliable, resourceful and supportive as Misa is a true blessing and a true joy; it makes the seemingly insoluble seem solvable and the difficult seem eminently do-able. She is the by far the best support staff person with whom I have had the opportunity to work, someone who operationalizes the word "excellence" on a daily basis.

Knowing that there will be numerous outstanding candidates, it is without hesitation that I commend Misa to you as truly deserving of this prestigious award.

Sincerely,

Geoffrey Stearns
Associate Ombuds

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